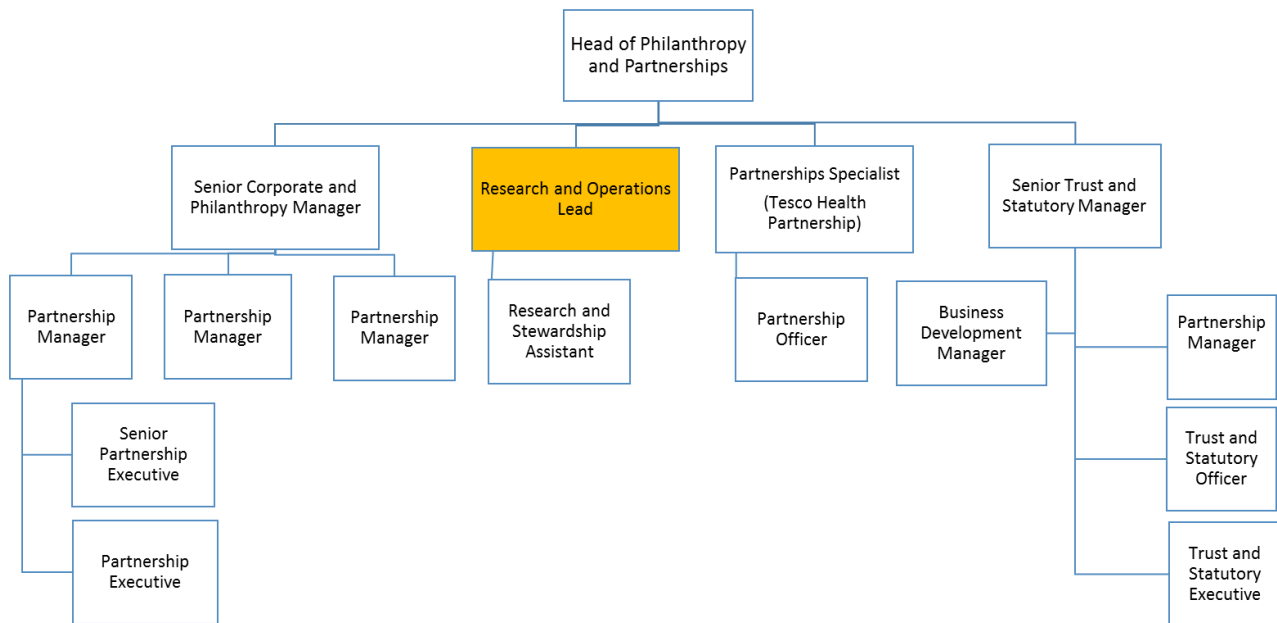


Job Title

Research and Operations Lead (Philanthropy & Partnerships)

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|----------------------|---------------------------------------|
| DIRECTORATE: | Engagement and Fundraising |
| SECTION: | Philanthropy and Partnerships |
| REPORTING TO: | Head of Philanthropy and Partnerships |
| CONTRACT: | 35 Hours per week (permanent) |



WORKING RELATIONSHIPS:

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| Inside Diabetes UK |
| Philanthropy and Partnerships team, wider Engagement and Fundraising Directorate, key delivery teams and heads of department across the organization, finance, data team, legal, IT, digital, business support, insight and analysis teams, information governance |
| Outside Diabetes UK |
| Key senior volunteers, current and potential major donors, current and potential corporate partners, peers in the sector, agencies and consultants as required |

OVERALL PURPOSE OF THE JOB

You will lead on research and optimising new business and stewardship across the Philanthropy and Partnerships team with a clear strategy that focuses on sourcing prospective donors and partners who have the capacity to give transformational donations to Diabetes UK. You will lead on developing overarching supporter experience strategies to ensure that the Philanthropy & Partnerships team engages, recognises, thanks and demonstrates impact in the most inspiring way. You will be the stewardship lead for the team, overseeing and enabling excellent stewardship – including the creation of stewardship materials and delivery of stewardship events - and ensuring that donor development plans are in place to maximise return from long term, strategic relationships. You will have advanced technical knowledge and an ability

to influence and negotiate across the organisation. You will oversee a function that offers critical expertise and resource to allow the charity to achieve greater impact, income and reach.

MAIN DUTIES AND RESPONSIBILITIES:

- Lead on the design and implementation of innovative and data driven strategies for prospect research, acquisition and donor development
- Work with team to maximise new business opportunities and return on investment, leading on this jointly with Senior managers and the Head of Philanthropy and Partnerships.
- Develop and oversee a clear supporter recognition strategy and stewardship programme for donors and funders, oversee the production of stewardship materials, moves management and pipeline development, and the delivery of a sector-leading stewardship events programme, supported by the team as a whole
- Develop and monitor the journeys of high value supporters between different departments and align products and stewardship activities deployed by teams across Diabetes UK for mutual gain
- Design and implement bespoke technical solutions in relation to IT, CRM functionality, data management and due diligence to optimise team activity and ensure effective risk management, as well as overseeing team KPIs.
- Work closely with senior managers and the head of the team to develop and align financial processes, budget and forecast and deploy prospect research techniques to develop long term and sophisticated multi-year modelling
- Work closely with Diabetes UK legal and compliance leads to offer expert knowledge and guidance on data protection and consent for the P&P team, drawing on advanced knowledge of relevant legislation and fundraising codes of practice
- Develop strategies to access new (global) markets, and to recruit and steward senior volunteers, to enable the organisation and team to achieve strategic outcomes and goals
- Work closely with the Head of Philanthropy and Partnerships, the Assistant Director for Engagement and Partnerships and the Director for Engagement and Fundraising; assess reputational, financial and legal risk associated with existing and new supporters, safeguarding our credibility and ensuring team-wide compliance
- Evaluate and provide critical analysis of fundraising and prospecting activity to provide actionable insight, evaluations and recommendations to a range of audiences, including senior leaders
- Manage the Research Executive and oversee annual budgets to be spent on consultancy, subscriptions and insight gathering as functional lead for all research and stewardship activity across Philanthropy and Partnerships.

PERSON SPECIFICATION:

The best person for this job will be able to:

- Think strategically and manage and execute long term projects that can drive change
- Demonstrate excellent research skills
- Influence and negotiate at all levels of the organisation
- Demonstrate an in depth knowledge of the market
- Build strong relationships with colleagues in fundraising and across the organisation
- Communicate complex information clearly and succinctly to a wide range of audiences

The best person for this job will have experience in:

- Experience of developing and implementing successful strategic direction for teams
- Supporting high value funding teams to deliver prospect research and stewardship strategies
- KPI and other performance reporting
- Project management skills
- Developing high value pipelines and donor recognition plans

The best person for this job will be:

- Self-motivated and ambitious
- Open, enthusiastic and approachable
- Outcome and delivery focused
- Equipped with great research and insight skills
- Dedicated to providing an excellent donor experience
- Innovative when it comes to problem solving
- Able to work accurately and systematically, with excellent attention to detail
- A skilled manager, able to develop and retain talent